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Elridge A. Stafford
Executive Director-
Federal Regulatory

USWEST

DOCKET FILE COPY ORIGINAL

February 14, 2000

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
445 - 12th Street, SW, TW-A325
Washington, DC 20554

RECEIVED

FEB 14 2000

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

RE: U S WEST ONA Nondiscrimination Report
CC Docket No. 88-2, Phase I, CC Docket No. 96-128

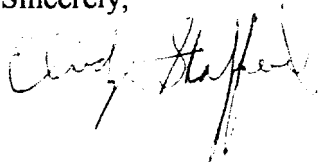
Dear Ms. Salas:

Pursuant to the FCC orders approving U S WEST's ONA Plan,¹ U S WEST hereby submits its ONA nondiscrimination reports for installation and maintenance for the fourth quarter of 1999.

Acknowledgment of date of receipt of this submission is requested. A duplicate letter is provided for this purpose.

Please contact me if you have any questions.

Sincerely,



Attachments

cc: Ms. Janice Myles

¹ See Memorandum Opinion and Order, CC Docket No. 88-2, Phase I (released May 8, 1990, and Memorandum Opinion and Order on Reconsideration, CC Docket No. 88-2, Phase I (released May 8, 1990).

Quarterly ONA Installation Detail Report
U S WEST Communications
 4 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
A1- Business				
Total Orders	131228	Average Interval	274437	Average Interval
Due Dates Missed	4537	(In Days)	11388	(In Days)
% Due Dates Missed	3.46%	4	4.15%	3
		3		2
A2- PBX				
Total Orders	2061	Average Interval	17575	Average Interval
Due Dates Missed	126	(In Days)	1210	(In Days)
% Due Dates Missed	6.11%	9	6.88%	10
		9		9
A3- Centrex				
Total Orders	25041	Average Interval	36092	Average Interval
Due Dates Missed	1177	(In Days)	2043	(In Days)
% Due Dates Missed	4.70%	4	5.66%	5
		4		4
A4- WATS				
Total Orders	0	Average Interval	80	Average Interval
Due Dates Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	2.50%	8
		0.00		8
A5- Mobile				
Total Orders	0	Average Interval	8	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	12.50%	4
		0.00		5
A6- Feature Group A				
Total Orders	6	Average Interval	303	Average Interval
Due Dates Missed	0	(In Days)	20	(In Days)
% Due Dates Missed	0.00%	1	6.60%	4
		1		4
A7- Foreign Exchange				
Total Orders	596	Average Interval	1674	Average Interval
Due Dates Missed	27	(In Days)	58	(In Days)
% Due Dates Missed	4.53%	2	3.46%	3
		2		2

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
4 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
B1- Feature Group B				
Total Orders	0	Average Interval	172	Average Interval
Due Dates Missed	0	(In Days)	11	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	6.40%	22
		0.00		19
B2-Feature Group D				
Total Orders	0	Average Interval	1887	Average Interval
Due Dates Missed	0	(In Days)	179	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	9.49%	33
		0.00		30
B3- DID				
Total Orders	23	Average Interval	108	Average Interval
Due Dates Missed	2	(In Days)	11	(In Days)
% Due Dates Missed	8.70%	12	10.19%	10
		11		9

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
4 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
C1-Packet DDD Line				
Total Orders	39	Average Interval	711	Average Interval
Due Dates Missed	0	(In Days)	123	(In Days)
% Due Dates Missed	0.00%	15	17.30%	21
		15		16
C2-Packet Synchronous Access				
Total Orders	0	Average Interval	376	Average Interval
Due Dates Missed	0	(In Days)	95	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	25.27%	21
		0.00		21
C3-Packet Asynchronous Access				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
 4 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
D1- Protective Alarm				
Total Orders	0	Average Interval	55	Average Interval
Due Dates Missed	0	(In Days)	11	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	20.00%	6
		0.00		8
D2- Protective Relay				
Total Orders	0	Average Interval	67	Average Interval
Due Dates Missed	0	(In Days)	6	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	8.96%	10
		0.00		7
D3- Control Circuit				
Total Orders	1	Average Interval	132	Average Interval
Due Dates Missed	0	(In Days)	8	(In Days)
% Due Dates Missed	0.00%	3	6.06%	3
		0.00		1

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
4 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
E1- Telegraph 75 Baud				
Total Orders	0	Average Interval	1	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	0.00%	1
		0.00		0.00
E2- Telegraph 150 Baud				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
4 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
F1- Voice, Non-Switched Line				
Total Orders	2	Average Interval	132	Average Interval
Due Dates Missed	0	(In Days)	24	(In Days)
% Due Dates Missed	0.00%	20	18.18%	11
		0.00		9
F2- Voice, Switched Line				
Total Orders	15	Average Interval	1089	Average Interval
Due Dates Missed	1	(In Days)	193	(In Days)
% Due Dates Missed	6.67%	16	17.72%	16
		13		13
F3- Voice, Switched Trunk				
Total Orders	0	Average Interval	913	Average Interval
Due Dates Missed	0	(In Days)	75	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	8.21%	28
		0.00		25
F4- Voice and Tone, Radio Land Line				
Total Orders	1	Average Interval	48	Average Interval
Due Dates Missed	0	(In Days)	9	(In Days)
% Due Dates Missed	0.00%	5	18.75%	24
		5		17
F5- Data, Low Speed				
Total Orders	0	Average Interval	102	Average Interval
Due Dates Missed	0	(In Days)	4	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	3.92%	15
		0.00		11
F6- Basic Data and Voice				
Total Orders	30	Average Interval	3115	Average Interval
Due Dates Missed	3	(In Days)	354	(In Days)
% Due Dates Missed	10.00%	9	11.36%	15
		11		11
F7- Voice/Data PSN Access Tie Trunk				
Total Orders	0	Average Interval	230	Average Interval
Due Dates Missed	0	(In Days)	10	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	4.35%	15
		0.00		12
F8- Voice/Data SSN Access				
Total Orders	0	Average Interval	115	Average Interval
Due Dates Missed	0	(In Days)	10	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	8.70%	66
		0.00		97
F9- Voice/Data SSN Intermachine Trunk				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00
F10- Data Extension, Voice Grade				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00
F11- Voice Grade Telephoto and Facsimile				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00
F12- Protective Relay, Voice Grade				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
4 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
G1- Program Audio, 200-3500 Hz				
Total Orders	0	Average Interval	46	Average Interval
Due Dates Missed	0	(In Days)	5	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	10.87%	10
		0.00		6
G2- Program Audio, 100-5000 Hz				
Total Orders	1	Average Interval	14	Average Interval
Due Dates Missed	1	(In Days)	2	(In Days)
% Due Dates Missed	100.00%	19	14.29%	11
		19		5
G3- Program Audio, 50-8000 Hz				
Total Orders	2	Average Interval	60	Average Interval
Due Dates Missed	0	(In Days)	21	(In Days)
% Due Dates Missed	0.00%	33	35.00%	15
		0.00		13
G4- Program Audio, 50-15000 Hz				
Total Orders	1	Average Interval	25	Average Interval
Due Dates Missed	0	(In Days)	14	(In Days)
% Due Dates Missed	0.00%	8	56.00%	22
		8		11

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
 4 QTR 1999

<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
H1- TV Channel, 1 Way 15 kHz Audio			
Total Orders	0	Average Interval	82
Due Dates Missed	0	(In Days)	3
% Due Dates Missed	NO ACTIVITY	0.00	3.66%
		0.00	14
			16
H2- TV Channel, 1 Way 5 kHz Audio			
Total Orders	0	Average Interval	0
Due Dates Missed	0	(In Days)	0
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY
		0.00	0.00
			0.00

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
4 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
I1- Digital Voice Circuit				
Total Orders	5	Average Interval	265	Average Interval
Due Dates Missed	0	(In Days)	33	(In Days)
% Due Dates Missed	0.00%	5	12.45%	13
		0.00		12
I2- Digital Data, 2.4 kbps				
Total Orders	0	Average Interval	57	Average Interval
Due Dates Missed	0	(In Days)	5	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	8.77%	9
		0.00		6
I3- Digital Data, 4.8 kbps				
Total Orders	0	Average Interval	19	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	5.26%	18
		0.00		6
I4- Digital Data, 9.6 kbps				
Total Orders	2	Average Interval	1181	Average Interval
Due Dates Missed	0	(In Days)	56	(In Days)
% Due Dates Missed	0.00%	0	4.74%	17
		0		11
I5- Digital Data, 56 kbps				
Total Orders	13	Average Interval	15836	Average Interval
Due Dates Missed	3	(In Days)	1535	(In Days)
% Due Dates Missed	23.08%	19	9.69%	16
		14		11

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The bottom Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
 4 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
J1- Dedicated Hicap Digital, 1.544 mbps				
Total Orders	246	Average Interval	32889	Average Interval
Due Dates Missed	56	(In Days)	6652	(In Days)
% Due Dates Missed	22.76%	26	20.23%	20
		21		18

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
4 QTR 1999

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
K1- Dedicated Hicap Digital, 3.152 mbps					
Total Orders	0	Average Interval	8	Average Interval	
Due Dates Missed	0	(In Days)	3	(In Days)	
% Due Dates Missed	NO ACTIVITY	0.00	37.50%	22	
		0.00		23	
K2- Dedicated Hicap Digital, 6.312 mbps					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00	
		0.00		0.00	
K3- Dedicated Hicap Digital, 44.736 mbps					
Total Orders	10	Average Interval	1668	Average Interval	
Due Dates Missed	1	(In Days)	319	(In Days)	
% Due Dates Missed	10.00%	13	19.12%	25	
		16		24	
K4- Dedicated Hicap Digital, >45 mbps					
Total Orders	2	Average Interval	140	Average Interval	
Due Dates Missed	0	(In Days)	25	(In Days)	
% Due Dates Missed	0.00%	35	17.86%	26	
		0.00		19	

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
U S WEST Communications
 4 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
L1- Smart PAL				
Total Orders	2799	Average Interval	6	Average Interval
Due Dates Missed	454	(In Days)	1	(In Days)
% Due Dates Missed	16.22%	12	16.67%	11
		10		1
L2- Basic PAL				
Total Orders	1105	Average Interval	9203	Average Interval
Due Dates Missed	294	(In Days)	469	(In Days)
% Due Dates Missed	26.61%	22	5.10%	5
		20		1

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Maintenance Report
U S WEST Communications
4 QTR 1999

	AFFILIATE		ALL OTHERS	
A1- Business				
Total Tickets	26		120	
Average Interval in Hrs/Mns	5	40	8	54
A2- PBX				
Total Tickets	265		3150	
Average Interval in Hrs/Mns	4	15	4	45
A3- Centrex				
Total Tickets	170		305	
Average Interval in Hrs/Mns	6	25	6	50
A4-WATS				
Total Tickets	0		98	
Average Interval in Hrs/Mns	NO ACTIVITY		11	1
A5- Mobile				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
A6- Feature Group A				
Total Tickets	1		228	
Average Interval in Hrs/Mns	0	1	3	7
A7- Foreign Exchange				
Total Tickets	311		1160	
Average Interval in Hrs/Mns	5	51	4	22

Quarterly ONA Maintenance Report
U S WEST Communications
 4 QTR 1999

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
B1- Feature Group B			
Total Tickets	0	32	
Average Interval in Hrs/Mns	NO ACTIVITY	4	39
B2- Feature Group D			
Total Tickets	0	400	
Average Interval in Hrs/Mns	NO ACTIVITY	10	44
B3- DID			
Total Tickets	283	2462	
Average Interval in Hrs/Mns	4	15	4
			27

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Quarterly ONA Maintenance Report
U S WEST Communications
 4 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
C1-Packet DDD Line				
Total Tickets	23		2203	
Average Interval in Hrs/Mns	2	7	1	10
C2-Packet Synchronous Access				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
C3-Packet Asynchronous Access				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	

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Quarterly ONA Maintenance Report
U S WEST Communications
 4 QTR 1999

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
D1- Protective Alarm			
Total Tickets	0	63	
Average Interval in Hrs/Mns	NO ACTIVITY	4	45
D2- Protective Relay			
Total Tickets	0	149	
Average Interval in Hrs/Mns	NO ACTIVITY	12	55
D3- Control Circuit			
Total Tickets	0	0	
Average Interval in Hrs/Mns	NO ACTIVITY	NO ACTIVITY	
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Quarterly ONA Maintenance Report
U S WEST Communications
 4 QTR 1999

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
E1- Telegraph Grade, 75 Baud			
Total Tickets	0	2	
Average Interval in Hrs/Mns	NO ACTIVITY	5	5
E2- Telegraph Grade, 150 Baud			
Total Tickets	0	32	
Average Interval in Hrs/Mns	NO ACTIVITY	5	44

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Quarterly ONA Maintenance Report
U S WEST Communications
4 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
F1- Voice, Non-Switched Line				
Total Tickets	15		279	
Average Interval in Hrs/Mns	3	49	6	43
F2- Voice, Switched Line				
Total Tickets	664		3439	
Average Interval in Hrs/Mns	4	54	6	6
F3- Voice, Switched Trunk				
Total Tickets	632		3875	
Average Interval in Hrs/Mns	3	34	4	21
F4- Voice and Tone, Radio Land Line				
Total Tickets	5		214	
Average Interval in Hrs/Mns	5	25	5	50
F5- Data, Low Speed				
Total Tickets	0		151	
Average Interval in Hrs/Mns	NO ACTIVITY		5	49
F6- Basic Data and Voice				
Total Tickets	175		8659	
Average Interval in Hrs/Mns	4	44	3	55
F7- Voice and Data, PSN Access				
Total Tickets	0		235	
Average Interval in Hrs/Mns	NO ACTIVITY		5	16
F8- Voice and Data, SSN Access				
Total Tickets	0		14	
Average Interval in Hrs/Mns	NO ACTIVITY		4	36
F9- Voice and Data, SSN Intermachine				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
F10- Data Extension, Voice Grade				
Total Tickets	3		233	
Average Interval in Hrs/Mns	2	12	3	10
F11- Voice Grade Telephoto and Facsimile				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
F12- Protective Relay, Voice Grade				
Total Tickets	0		10	
Average Interval in Hrs/Mns	NO ACTIVITY		4	3

Quarterly ONA Maintenance Report
U S WEST Communications
4 QTR 1999

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
G1- Program Audio, 200-3500 Hz				
Total Tickets	0		18	
Average Interval in Hrs/Mns	NO ACTIVITY		4	27
G2- Program Audio, 100-5000 Hz				
Total Tickets	0		15	
Average Interval in Hrs/Mns	NO ACTIVITY		11	59
G3- Program Audio, 50-8000 Hz				
Total Tickets	3		50	
Average Interval in Hrs/Mns	11	11	7	30
G4- Program Audio, 50-15000 Hz				
Total Tickets	4		55	
Average Interval in Hrs/Mns	1	34	19	0
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Quarterly ONA Maintenance Report
U S WEST Communications
 4 QTR 1999

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
H1- TV Channel, 1 Way 15 kHz Audio			
Total Tickets	0	57	
Average Interval in Hrs/Mns	NO ACTIVITY	3	23
H2- TV Channel, 1 Way 5 kHz Audio			
Total Tickets	0	0	
Average Interval in Hrs/Mns	NO ACTIVITY	NO ACTIVITY	

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Quarterly ONA Maintenance Report
U S WEST Communications
4 QTR 1999

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
I1- Dedicated Voice Circuit			
Total Tickets	0	81	
Average Interval in Hrs/Mns	NO ACTIVITY	3	3
I2- Dedicated Data 2.4 kbps			
Total Tickets	0	214	
Average Interval in Hrs/Mns	NO ACTIVITY	6	7
I3- Dedicated Data 4.8 kbps			
Total Tickets	0	39	
Average Interval in Hrs/Mns	NO ACTIVITY	3	8
I4- Dedicated Data 9.6 kbps			
Total Tickets	0	759	
Average Interval in Hrs/Mns	NO ACTIVITY	5	1
I5- Dedicated Data 56 kbps			
Total Tickets	48	12861	
Average Interval in Hrs/Mns	1	56	36

Quarterly ONA Maintenance Report
U S WEST Communications
4 QTR 1999

AFFILIATE

ALL OTHERS

J1- Dedicated Hicap Digital, 1.544 mbps

Total Tickets

294

15399

Average Interval in Hrs/Mns

3

35

3

46

Quarterly ONA Maintenance Report
U S WEST Communications
 4 QTR 1999

	AFFILIATE		ALL OTHERS	
K1- Dedicated Digital, 3.152 mbps				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
K2- Dedicated Digital, 6.312 mbps				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
K3- Dedicated Digital, 44.736 mbps				
Total Tickets	4		394	
Average Interval in Hrs/Mns	0	45	3	34
K4- Dedicated Digital, 45 mbps or Higher				
Total Tickets	2		22	
Average Interval in Hrs/Mns	27	57	8	37
*****:*****				

Quarterly ONA Maintenance Report
U S WEST Communications
 4 QTR 1999

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>		
L1- Smart PAL				
Total Tickets	4516		0	
Average Interval in Hrs/Mns	32	54	NO ACTIVITY	
L2- Basic PAL				
Total Tickets	3041		2659	
Average Interval in Hrs/Mns	25	29	22	35

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Quarterly ONA Maintenance Report - Tickets with Due Dates
U S WEST Communications
 4 QTR 1999

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
A1 - Business		
Total Tickets	65,683	122,888
Average Interval in Hrs/Mns	15:20	16:33
Due Dates Missed	4,914	10,541
% Due Dates Missed	7.48%	8.58%
A2 - PBX		
Total Tickets	1,332	10,009
Average Interval in Hrs/Mns	14:25	13:00
Due Dates Missed	127	814
% Due Dates Missed	9.53%	8.13%
A3 - Centrex		
Total Tickets	20,588	29,823
Average Interval in Hrs/Mns	17:18	20:01
Due Dates Missed	1,988	3,620
% Due Dates Missed	9.66%	12.14%
A4 - WATS		
Total Tickets	6	84
Average Interval in Hrs/Mns	10:24	18:22
Due Dates Missed	0	7
% Due Dates Missed	0.00%	8.33%
A5 - Mobile		
Total Tickets	6	65
Average Interval in Hrs/Mns	12:08	8:28
Due Dates Missed	1	3
% Due Dates Missed	16.67%	4.62%
A6 - Feature Group A		
Total Tickets	32	298
Average Interval in Hrs/Mns	9:38	10:44
Due Dates Missed	2	31
% Due Dates Missed	6.25%	10.40%
A7 - Foreign Exchange		
Total Tickets	655	1,840
Average Interval in Hrs/Mns	9:11	8:24
Due Dates Missed	26	85
% Due Dates Missed	3.97%	4.62%

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Quarterly ONA Maintenance Report - Tickets with Due Dates
U S WEST Communications
 4 QTR 1999

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
E1 - Telegraph grade, 75 baud		
Total Tickets	0	0
Average Interval in Hrs/Mns	NO ACTIVITY	NO ACTIVITY
E2 - Telegraph grade, 150 baud		
Total Tickets	10	205
Average Interval in Hrs/Mns	6:46	42:27
Due Dates Missed	2	113
% Due Dates Missed	20.00%	55.12%
